IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with <u>underlining</u> and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

1-8.　　(Cancelled).

9.　　(Currently Amended) A call service system comprising:

at least one client terminal through which a user can make an inquiry, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails;

at least one <u>first-line</u> operator terminal through which ~~an~~ <u>a first</u> operator receives the inquiry from the user and answers the inquiry;

<u>at least one second-line operator terminal through which a second operator receives the inquiry from the user via the first-line operator terminal and answers the inquiry, when the first operator fails to solve a problem relating to the inquiry;</u>

a server connected with said client terminal and said operator terminal;

said client terminal including,

a graphical user interface which allows the user to select a communication media to be used when receiving the answer from the operator and to input contents of the inquiry and information related to the user, the user's selection being made between at least two available communication media choices comprising a telephone and an email; and

a transmission unit which transmits the information related to the communication media selected by the user, the contents of the inquiry, and the information related to the user to said server, wherein

<u>said first-line operator terminal is configured to display a first screen for displaying information related to the user, and a second screen for displaying the problem,</u>

<u>said second-line operator terminal is configured to display the first screen and the second screen when the problem is escalated to the second-line operator terminal and is configured to allow the second operator to input an answer to the problem, and</u>

said server includes,

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a queue-managing unit which queue-manages inquiries in which the user has either selected a telephone call or an e-mail as the communication media for receiving the answer; and

a processing unit which successively processes the inquiries in a queue ~~on~~ for said first-line operator terminal such that said first-line operator terminal communicates with the client terminal using the communication media selected when answering the inquiry.

10.   Cancelled.

11.   (Previously presented) The call service system according to claim 9, wherein

said queue-managing unit manages the inquiries in which the user has either selected a telephone call as the communication media for receiving the answer or made the inquiry over a telephone, in one queue, and

said processing unit successively allocates the inquiries in the queue to said first operator terminal in accordance with a predetermined rule.

12.   (Previously Presented) The call service system according to claim 9, wherein

the communication media to be used when receiving the answer from the operator is allowed to be different from a communication media used when sending the inquiry from the user.

13.   (Previously Presented) The call service system according to claim 9, wherein

said user interface comprises a homepage inquiry screen that is provided with at least an input frame for allowing a selection among a retrieval of knowledge data base, an inquiry through an electronic mail and an inquiry through telephone, an input frame used for inputting information related to the user and an input frame in which the contents of an inquiry are input.

14.   (Currently Amended) A call service method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one first-line operator terminal or at least one second-line operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the method comprising:

selecting a communication media to be used when receiving the answer from said first-line operator terminal or said second-line operator terminal and inputting contents of the inquiry and information related to the user at the client terminal, allowing the communication media

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selected to be different from a communication media used when sending the inquiry, the selection and the input being performed by a user using a graphical user interface of said client terminal, the user's selection being made between at least two available communication media choices comprising a telephone and an email;

transmitting information related to the communication media selected by the user, the contents of the inquiry and information related to the user, to a server;

queue-managing inquiries in which a telephone call or an e-mail has been selected as the communication media;

receiving the inquiry at said first-line operator terminal;

displaying a first screen for displaying information related to the user, and a second screen for displaying the problem at said first-line operator terminal;

answering the inquiry at said first-line operator terminal when said first-line operator terminal is capable of answering the inquiry;

sending information from said first-line operator terminal to said second-line operator terminal when said first-line operator terminal fails to answer the inquiry;

displaying the first screen and the second screen at said second-line operator terminal, when the problem is escalated to the second-line operator terminal;

answering the inquiry at said second-line operator terminal;

providing a control to successively process the inquiries in the queue on for said first-line operator terminal; and

communicating with the client terminal using the communication media selected when answering the inquiry.

15.   (Currently Amended) A computer-readable recording medium that stores a computer program which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one first-line operator terminal or at least one second-line operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize the steps of:

displaying a graphical user interface on said client terminal of the user for selecting a communication media to be used when receiving the answer from said first-line operator terminal or said second-line operator terminal and for inputting contents of the inquiry and information related to the user, allowing the communication media selected to be different from a communication media used when sending the inquiry, where the user's selection is made

between at least two available communication media choices comprising a telephone and an email;

transmitting information related to the communication media selected by the user from said client terminal, the contents of the inquiry, and the information related to the user to a server;

queue-managing inquiries in which a telephone call or an e-mail has been selected as a type of the communication media;

receiving the inquiry at said first-line operator terminal;

displaying a first screen for displaying information related to the user, and a second screen for displaying the problem at said first-line operator terminal;

answering the inquiry at said first-line operator terminal when said first-line operator terminal is capable of answering the inquiry;

sending information from said first-line operator terminal to said second-line operator terminal when said first-line operator terminal fails to answer the inquiry;

displaying the first screen and the second screen at said second-line operator terminal, when the problem is escalated to the second-line operator terminal;

answering the inquiry at said second-line operator terminal;

providing a control to successively process the inquiries in the queue on for said first-line operator terminal; and

communicating with the client terminal using the communication media selected when answering the inquiry.

16. (Currently Amended) A computer program which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one first-line operator terminal or at least one second-line operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize a process comprising:

displaying a graphical user interface on said client terminal of the user for selecting a communication media to be used when receiving the answer from said first-line operator terminal or said second-line operator terminal and for inputting contents of the inquiry and information related to the user, allowing the communication media selected to be different from a communication media used when sending the inquiry, where the user's selection is made between at least two available communication media choices comprising a telephone and an

email;

transmitting information related to the communication media selected by the user from said client terminal, the contents of the inquiry, and the information related to the user to a server;

queue-managing inquiries in which a telephone call or an e-mail has been selected as a type of the communication media;

receiving the inquiry at said first-line operator terminal;

displaying a first screen for displaying information related to the user, and a second screen for displaying the problem at said first-line operator terminal;

answering the inquiry at said first-line operator terminal when said first-line operator terminal is capable of answering the inquiry;

sending information from said first-line operator terminal to said second-line operator terminal when said first-line operator terminal fails to answer the inquiry;

displaying the first screen and the second screen at said second-line operator terminal, when the problem is escalated to the second-line operator terminal;

answering the inquiry at said second-line operator terminal;

providing a control to successively process the inquiries in a queue on for said first first-line operator terminal; and

communicating with the client terminal using the communication media selected when answering the inquiry.

17-18. (canceled)

19.   (Previously presented) A call service system according to claim 9, wherein said graphical user interface comprises:

a telephone number entry frame for a telephone number entered by the user for a telephone answer;

an email address entry frame for an email address entered by the user for an email answer; and

an inquiry frame for the inquiry entered by the user.

20.   (New) A call service method comprising:

transmitting information related to a communication media selected by a user through a graphical user interface, and contents of an inquiry and information related to the user inputted

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through said graphical user interface, to a server, and

successively processing the inquiries in which the user has either selected a telephone call or an e-mail as the communication media for receiving the answer in a queue for an operator terminal such that said operator terminal communicates with the client terminal using the communication media selected when answering the inquiry.

21. (New) A call center for a call service system, the call service system including at least one client terminal, capable of accessing homepages or send or receive emails, through which a user can make an inquiry, the call center comprising:

a server being capable of communicating with said client terminal;

at least one first-line operator terminal, connected to said server, for receiving the inquiry from the user and for answering the inquiry; and

at least one second-line operator terminal, connected to said server, for receiving the inquiry from the user via the first-line operator terminal and for answering the inquiry, when an operator at said first-line operator terminal fails to answer the inquiry, wherein

said first-line operator terminal is configured to display a first screen for displaying information related to the user, and a second screen for displaying the inquiry,

said second-line operator terminal is configured to display the first screen and the second screen when the inquiry is escalated to the second-line operator terminal and is configured to allow the second operator to input an answer to the query, and

said server includes,

a queue-managing unit which queue-manages inquiries in which the user has either selected a telephone call or an e-mail as communication media for receiving the answer; and

a processing unit which successively processes the inquiries in a queue for said first-line operator terminal such that said first-line operator terminal communicates with the client terminal using the communication media selected when answering the inquiry.